

# ROCKSTAT

November 13, 2013

Public Safety



# **ED Super Users: A Hospital – based Case Management Model**

**Kathleen Kelly, M.D., F.A.C.P.**

**Chief Clinical Integration Officer**

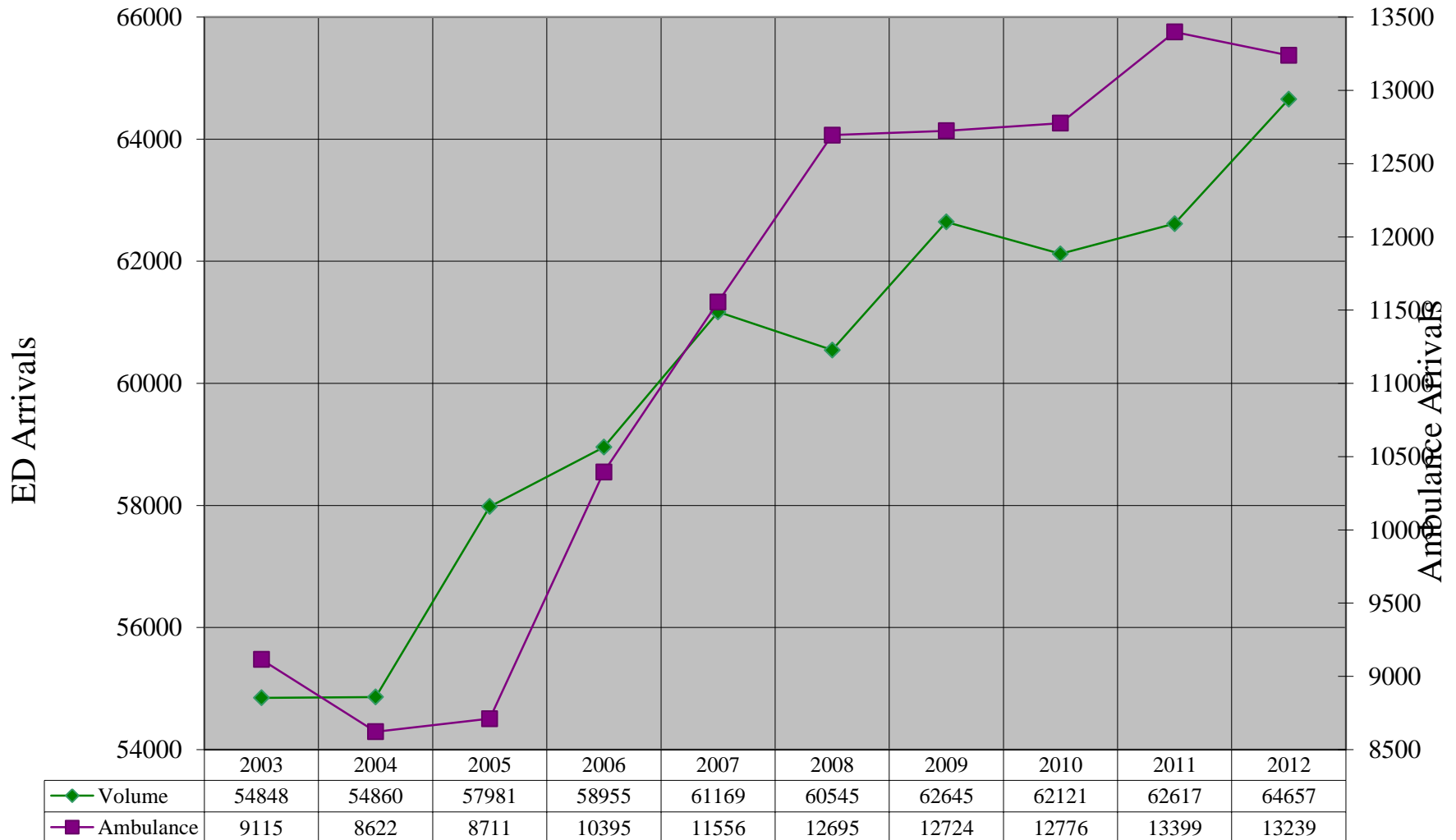
**Swedish American Health System**

**November 13, 2013**

# Conclusions

- For a defined group of *super users*, we experienced fewer ED visits, fewer hospitalizations, and fewer ambulance transfers over 3 years
- ED Case Management program in collaboration with Rockford Fire Department is a net gain for our health system and community
- A structured and proactive social safety net is needed to advance the program

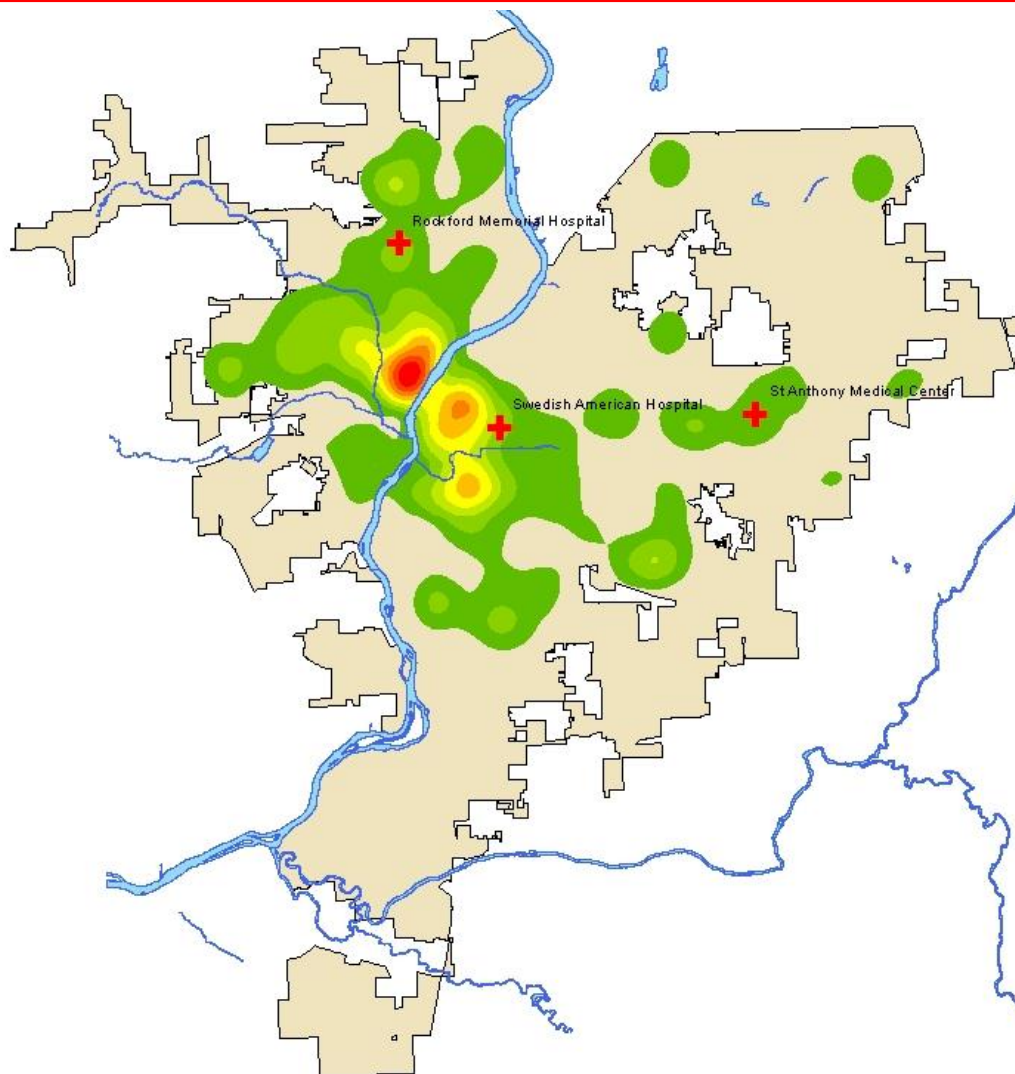
# ED Visits & Ambulance Transfers





# Rockford Fire Department

## General Medical Incidents – Hot Spot Map



# 30 Super Users

- **Crosswalk with Rockford Fire in 2009**
- **Analyzed previous 12 months to enrollment:**
  - **Total of 668 visits**
  - **Average ED LOS = 239 minutes**
  - **Total hours of service = 2,660**



# Rockford Fire Department

## 30 Super Users

Post 2009 Intervention	City-wide Transports	Estimated EMS Hours
2010	308	286
2011	222	178
2012	169	108

# Outcomes

	Pre-intervention (12 months)	Post-intervention (12 months)	Post-intervention (24 months)	% change
Total ED Visits	668	307	251	↓62%
Av Visits / user	22	10	8	↓62%
Inpatient Admission	97	61	27	↓72%
Ambulance transfers	208	118	138	↓34%
ED Visit LOS	239 min	260 min	324	↑36%



# After 12 months of Program

## Average Profit Per Case (ED and IN/INO)

	Average Profit	Total Visits	Inpatient Stays
Pre-intervention	(\$365,000)	668	97
Post-intervention	(\$172,000)	307	61

**Net improvement = \$193,000**

# Future Initiatives

- **Expand our MPOWR participation**
- **Provide 7 day Case Management Coverage**
- **Explore Community Paramedicine model for Rockford area**
- **Link Medical Home, Case Management and Paramedicine professionals to achieve right care, right place, right time care**

# Rockford Fire Department

PRESENTED BY:  
Chief Derek Bergsten

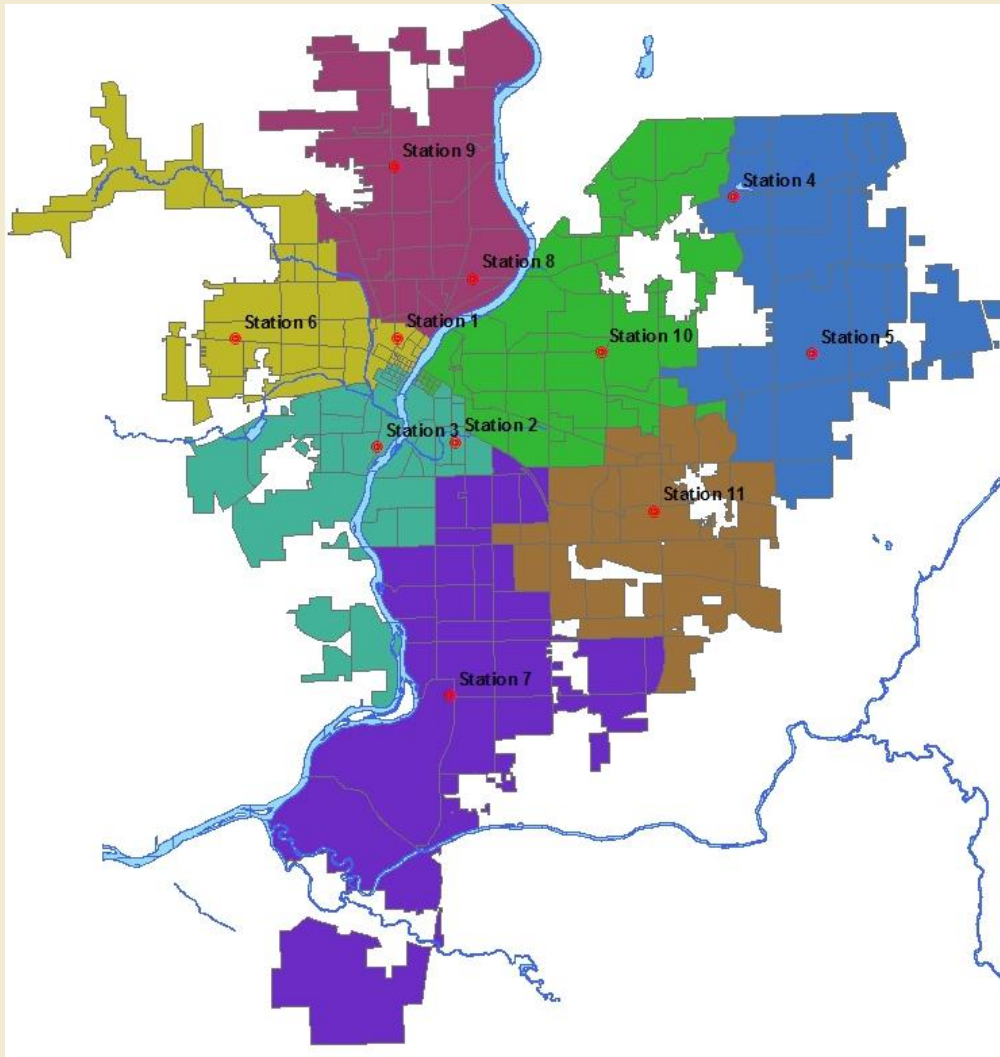
# *Rockford Fire Department*

## **Dashboard**

<b>Measure</b>	<b>2012 YTD Benchmark</b>	<b>2013 YTD</b>
EMS & Search and Rescue Incidents	16,302	16,512
Total Fires	823	666
Structure Fire Incidents (Residential)	183	214
Structure Fire Incidents (Commercial)	52	36
Vehicle Fire Incidents	107	98
Outside Fire Incidents	278	121
Open Burning Incidents	203	197
Inspections	5,123	4,625
Arsons	78	108
Public Education Activities (# of Persons)	22,435	12,903
911 Calls	101,512	99,870

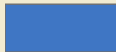

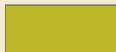




# Rockford Fire Department

2014 Ambulance Stills (RC12 moved to Station 7)



## Legend

### Ambulance Stills 2014 First Ambul

	Charlie 15 (Station 5)
	Charlie 16 (Station 10)
	Charlie 26 (Station 6)
	Charlie 27 (Station 9)
	Charlie 28 (Station 11)
	Charlie 29 (Station 3)
	Charlie 12 (Station 7)

# *Rockford Fire Department*

## **Ambulance Relocation Trials**

- Two ambulance relocation trial periods were conducted lasting 2 weeks each
  - Station 7 (9/16-9/30)
  - Station 2 (9/30-10/14)
- Several factors were analyzed in the decision of the relocation of Charlie 12
  - Call Distribution
  - Response Time
  - First Due Reliability
  - Coverage

# *Rockford Fire Department*

## **Ambulance Relocation Trials-Call Distribution**

Percentage of Total Calls				
<b>Ambulance</b>	<b>2012</b>	<b>Pre Trials 2013 (6/26-9/16)</b>	<b>Trial 1 (Station 7)</b>	<b>Trial 2 (Station 2)</b>
Charlie 12	14.84%	7.96%	10.02%	17.13%
Charlie 15		9.19%	10.93%	9.46%
Charlie 16	17.55%	14.92%	16.51%	13.53%
Charlie 26		16.87%	15.38%	16.53%
Charlie 27	21.22%	15.75%	14.24%	15.21%
Charlie 28	18.64%	15.91%	15.72%	14.01%
Charlie 29	21.83%	18.74%	16.63%	13.29%

- Reduces the call volume of the west side ambulances (RC26, RC27, RC28, RC29) and increases call volume of east side ambulances (RC16, RC15)
- Less disparity between busiest ambulance and slowest ambulance in Station 7 Trial
  - Station 7 Trial- 16.63% vs. 10.02% = 6.61% difference
  - Station 2 Trial- 17.13% vs. 9.46% = 7.67% difference

# *Rockford Fire Department*

## **Ambulance Relocation Trials-Response Times**

<b>90th Percentile Travel Times</b>				
	<b>2012</b>	<b>Pre Trials 2013 (6/26-9/16)</b>	<b>Trial 1 (Station 7)</b>	<b>Trial 2 (Station 2)</b>
<b>All Ambulances (includes privates)</b>	8:32	7:31	7:03	7:06
<b>Rockford Ambulances only (does not include privates)</b>	8:12	7:27	7:02	7:05

- Reduction in ambulance travel time in both trial periods
- Trial 1 (Station 7) slightly lower response time than Trial 2 (Station 2)



# *Rockford Fire Department*

## **Ambulance Relocation Trials-First Due Reliability**

Ambulance Still	% Handled by First Due Ambulance		
	Before Trial (6/26-8/28)	Trial 1 (Station 7)	Trial 2 (Station 2)
RC12	74.63%		
RC15	77.78%	75.00%	70.13%
RC16	64.32%	60.54%	71.60%
RC26	62.59%	67.13%	67.74%
RC27	71.59%	71.68%	69.83%
RC28	65.35%	75.00%	69.64%
RC29	63.07%	68.60%	52.27%
RC40 (Station 7 Trial)		61.63%	
RC84 (Station 2 Trial)			71.15%
<b>Total</b>	<b>66.71%</b>	<b>67.90%</b>	<b>67.90%</b>

- Overall, the percentage of calls handled by the first due ambulance were equal for both trial periods
- Of the ambulances that did not move stations, fewer still territories were negatively affected by the RC12 move in the Station 7 trial compared to the Station 2 trial

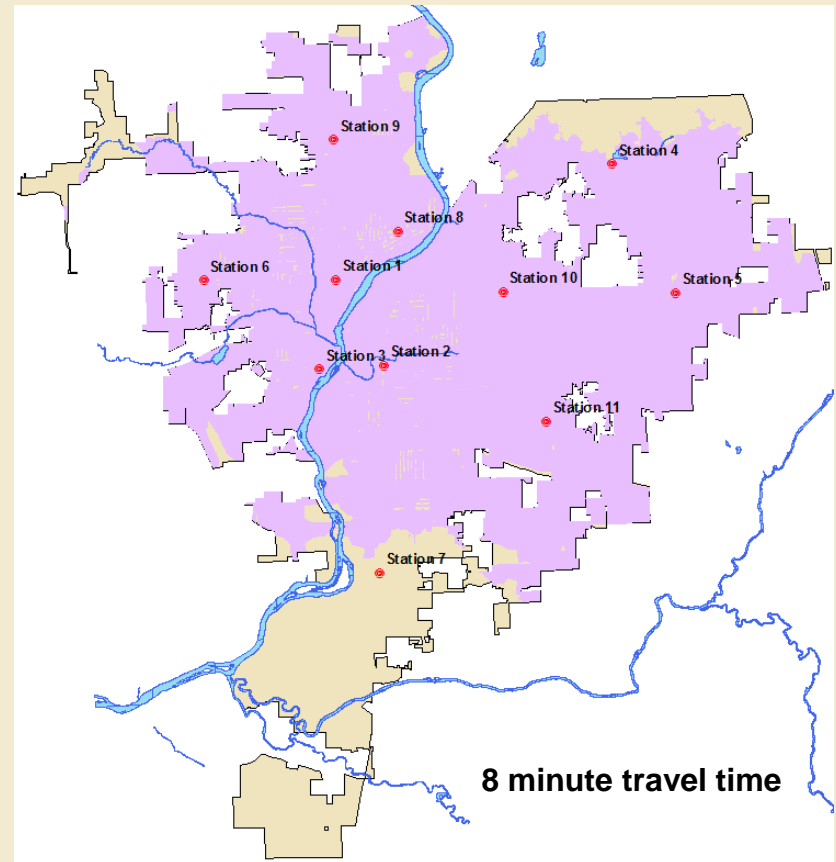
# *Rockford Fire Department*

## Ambulance Relocation Trials-Coverage

Trial 1 (Station 7 )



Trial 2 (Station 2 )



- Greater coverage of the city with Charlie 12 at Station 7 vs. Station 2

# *Rockford Fire Department*

## **Achievements**

- Strategic Planning Workshop
- Participation in UL Research on attic firefighting
- Development of video based training programs for equipment checks and maintenance
- Pre-planning of all structures on the 2014 demolition list. This includes photographs and a 360° survey.
- Provided flashover training to Byron Fire Department
- Staff presented at a National Weather Service conference on the benefits of having a prepared community and provided recommendations for outreach

# *Rockford Fire Department*

## **Areas for Improvement**

- IT and computer issues during off hours
- Clothing ordering issues
- Expand public education to include more total risk reduction. Focus on community demographics and the unique risks that each group may face (some examples include fall prevention for elderly, severe weather preparedness, car seat usage, and helmets for bike riders)

# Rockford Police Department

PRESENTED BY:  
ASSISTANT DEPUTY CHIEF DOUG PANN

# Rockford Police Department

## Citywide Scorecard

OFFENSES						
Item	Previous Compstat	Current Compstat	% Change	YTD 12	YTD 13	% Change
Aggravated Battery/Shots Fired	49	28	-42.86%	406	400	-1.48%
Robbery	48	39	-18.75%	434	339	-21.89%
Burglary	156	169	8.33%	1,747	1,574	-9.90%
Auto Theft	31	31	0.00%	344	335	-2.62%
Burglary to Motor Vehicle and Theft from Motor Vehicle	99	84	-15.15%	1,154	945	-18.11%
Prostitution Complaints (CFS offense code 1505)	41	39	-4.88%	416	373	-10.34%
Traffic Accidents	378	422	11.64%	4,057	3,997	-1.48%

ACTIVITY						
Item	Previous Compstat	Current Compstat	% Change	YTD 12	YTD 13	% Change
Sound Amplification Complaints	19	24	26.32%	234	233	-0.43%
Sound Amplification Impounds	6	0	-100.00%	67	60	-10.45%
Active Warrants	3,106	3,071	-1.13%			
Warrant Checks	56	109	65.66%			
Parolee Checks	54	49	-9.26%			

ACTIVITY						
Item	Previous Compstat	Current Compstat	% Change	YTD 12	YTD 13	% Change
# of People Arrested for Narcotics (35 A&B)	83	77	-7.23%	793	772	-2.65%
# of Traffic Stops	1,153	1,456	26.28%	12,595	13,885	10.24%
# of Traffic Tickets	893	1,140	27.66%	13,139	11,749	-10.58%
# of Guns Seized	19	10	-47.37%	227	192	-15.42%

\*\*N/C is "not calculable"



## GROUP A DASHBOARD

### Last Month vs This Month

### YTD '12 vs YTD '13

#### GROUP A OFFENSES

	SEP 2013	OCT 2013	% Change	
<b>City</b>	1,612	1,570	-2.61%	↓
<i>Incidents</i>	1,241	1,201	-3.22%	↓
<b>District 1</b>	667	698	4.65%	↑
<b>District 2</b>	513	467	-8.97%	↓
<b>District 3</b>	304	337	10.86%	↑

	2012	2013	% Change	
<b>City</b>	18,320	17,014	-7.13%	↓
<i>Incidents</i>	13,943	12,953	-7.10%	↓
<b>District 1</b>	6,740	6,493	-3.66%	↓
<b>District 2</b>	5,330	4,942	-7.28%	↓
<b>District 3</b>	3,738	3,124	-16.43%	↓

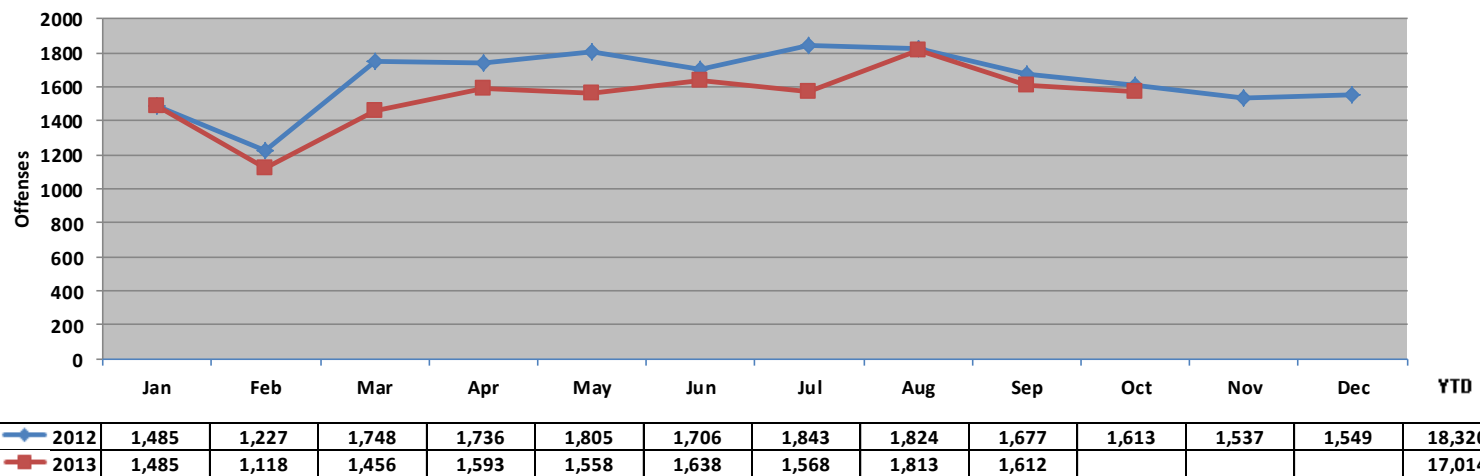
\*\*Produced 11/6/13

\*\*City data based on NIBRS Greenbar report.

\*\*District data from Geo Policing.

\*\*Focus areas from monthly reports.

#### Group A Offenses



NIBRS Group A Offenses: Twenty-two crime categories made up of 46 offenses considered to be the most serious. May be a crime against person, property or society (for example: Murder, Robbery, Burglary, Drug Offenses, Theft, Prostitution, etc).



# VIOLENT CRIME DASHBOARD

Goal: Reduce Violent Crime by 5%

## Last Month vs This Month

## YTD '12 vs YTD '13

### VIOLENT CRIME OFFENSES

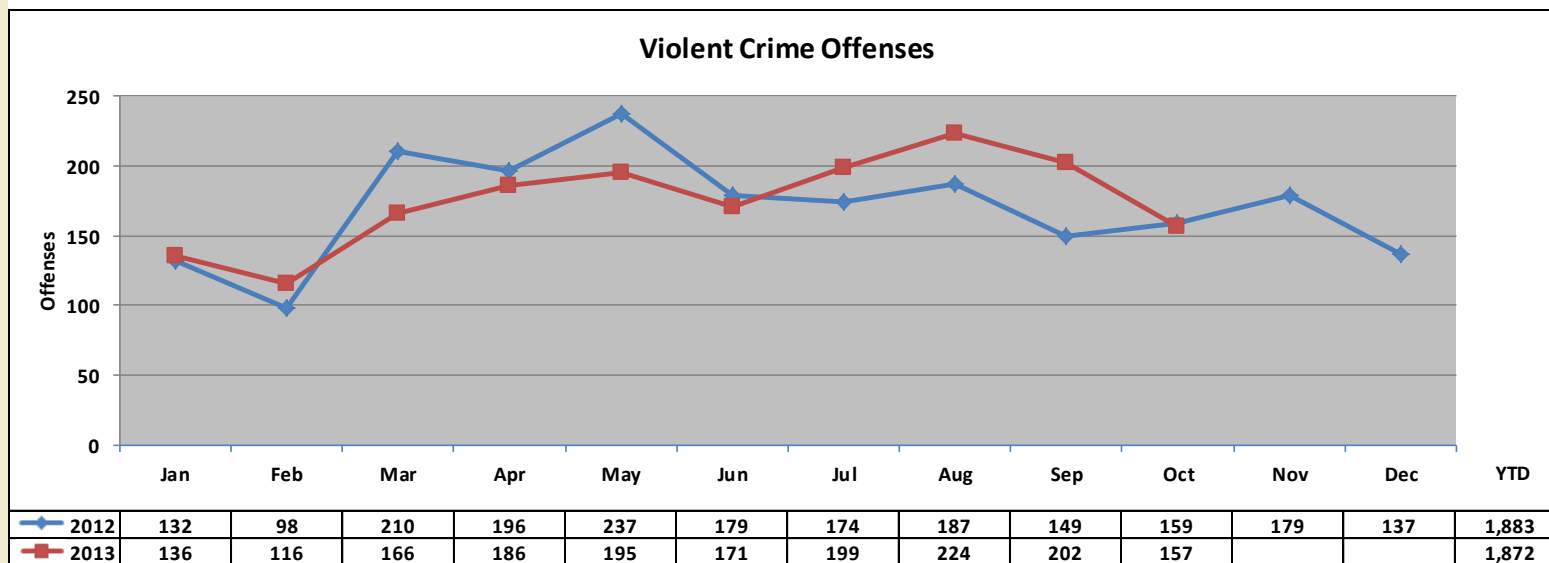
	SEP 2013	OCT 2013	% Change	
<b>City</b>	202	157	-22.28%	↓
<i>Incidents</i>	163	124	-23.93%	↓
<b>District 1</b>	84	69	-17.86%	↓
<b>District 2</b>	60	41	-31.67%	↓
<b>District 3</b>	18	17	-5.56%	↓

	2012	2013	% Change	
<b>City</b>	1,883	1,872	-0.58%	↓
<i>Incidents</i>	1,511	1,458	-3.51%	↓
<b>District 1</b>	772	692	-10.36%	↓
<b>District 2</b>	514	508	-1.17%	↓
<b>District 3</b>	180	189	5.00%	↑

\*\*Produced 11/6/13

\*\*City data based on NIBRS Greenbar report.

\*\*District data from Geo Policing.



Violent Crime Offenses: Include NIBRS Group A Offenses that are under crime categories of Murder, Rape, Robbery, & Aggravated Assault.





# PROPERTY CRIME DASHBOARD

Goal: Reduce Property Crime by 5%

## Last Month vs This Month

## YTD '12 vs YTD '13

### PROPERTY CRIME OFFENSES

	SEP 2013	OCT 2013	% Change	
<b>City</b>	578	524	-9.34%	↓
<i>Incidents</i>	586	516	-11.95%	↓
<b>District 1</b>	235	234	-0.43%	↓
<b>District 2</b>	166	145	-12.65%	↓
<b>District 3</b>	150	154	2.67%	↑

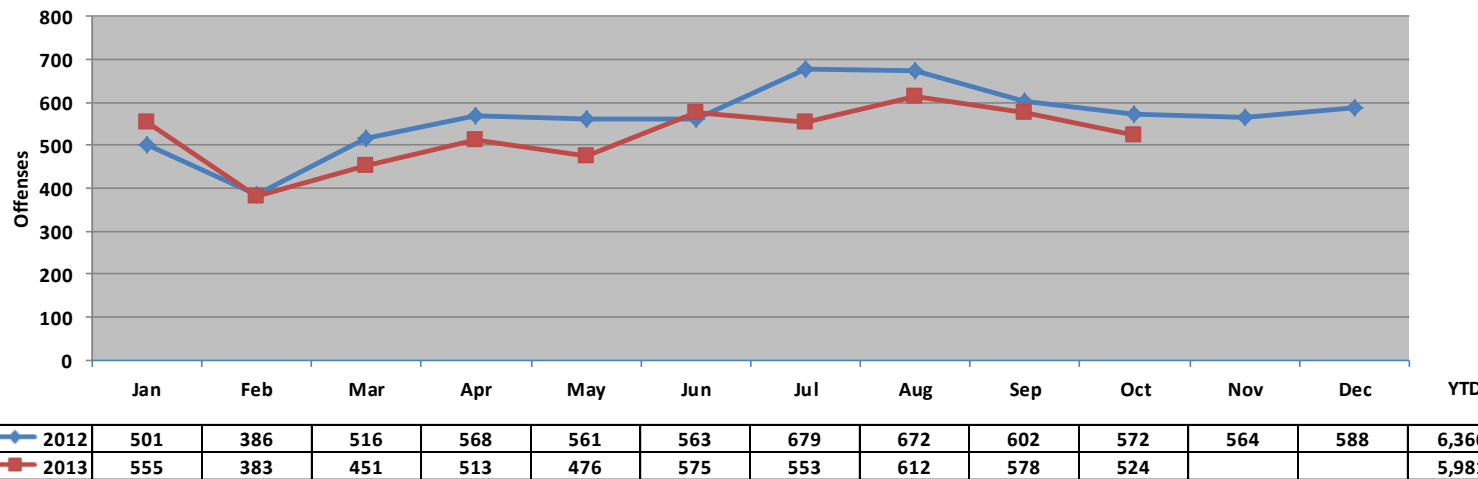
	2012	2013	% Change	
<b>City</b>	6,366	5,981	-6.05%	↓
<i>Incidents</i>	6,293	5,851	-7.02%	↓
<b>District 1</b>	2,011	2,096	4.23%	↑
<b>District 2</b>	1,803	1,620	-10.15%	↓
<b>District 3</b>	1,832	1,522	-16.92%	↓

\*\*Produced 11/6/13

\*\*City data based on NIBRS Greenbar report.

\*\*District data from Geo Policing.

### Property Crime Offenses



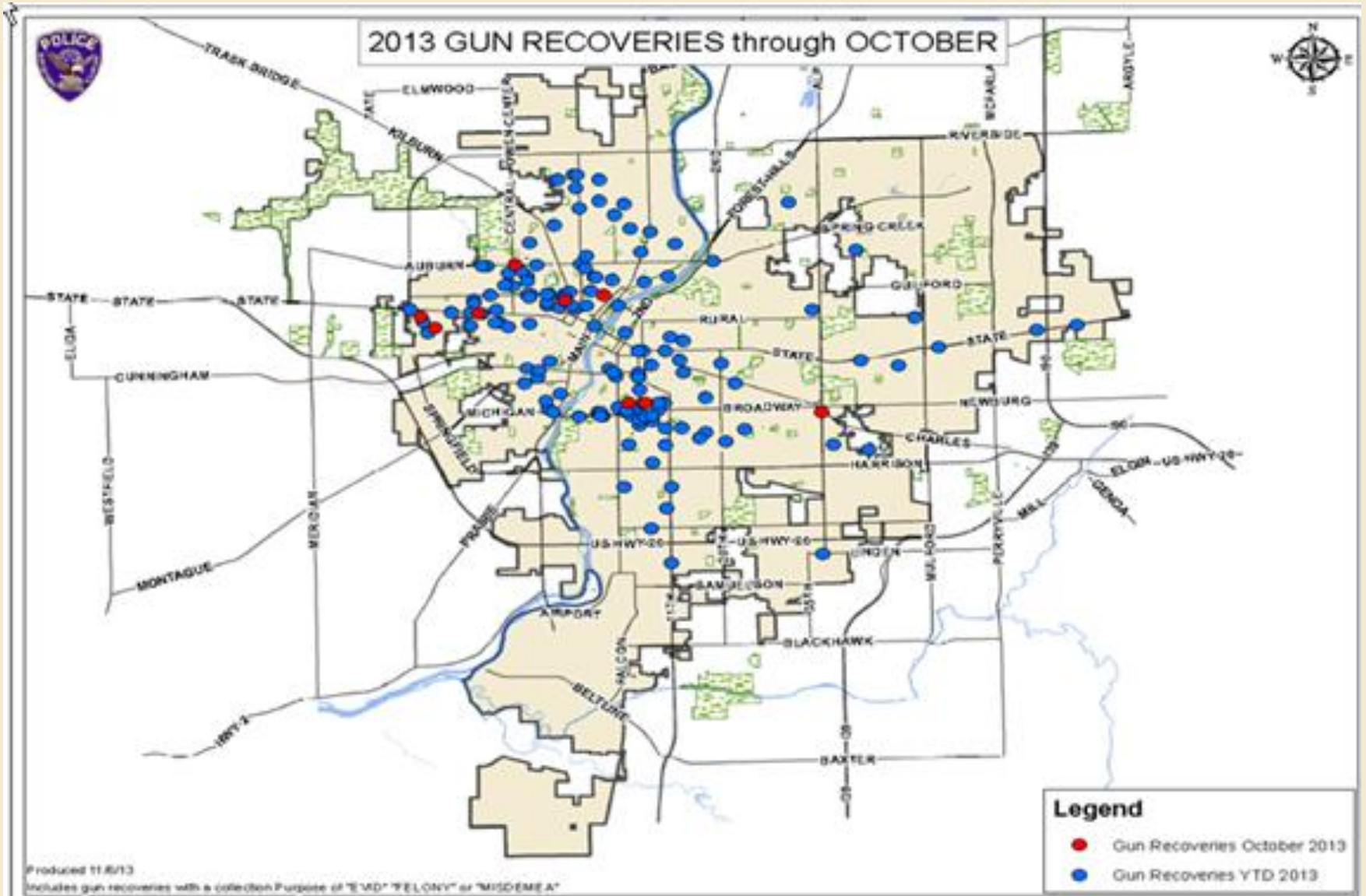
Property Crime Offenses: Include NIBRS Group A Offenses that are under Burglary, Theft, and Motor Vehicle Theft.

# Rockford Police Department

## Firearm Recoveries

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
FIREARMS RECOVERED	24	12	17	26	20	18	20	18	19	10			184
FIREARMS TRACED THROUGH ATF	24	12	17	26	20	18	20	18	19	10			184
FIREARM ARRESTS	17	5	13	27	15	11	14	12	12	8			134
FIREARM ARRESTS PROSECUTED BY THE STATES ATTORNEY	17	5	13	27	15	11	14	12	12	8			134
FIREARM CASES REFERRED TO ATF	13	10	10	8	5	9	5	6	3	8			69
FIREARM CASES REVIEWED BY THE US ATTORNEY'S OFFICE	0	3	0	0	2	0	3	3	1	5			17
FIREARM CASES PROSECUTED BY THE US ATTORNEY'S OFFICE	0	3	0	0	1	0	1	0	1	2			8

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
TOTAL NUMBER FIREARM ARRESTS	17	5	13	27	15	11	14	12	12	8			134
NON FELONS					10	2	9	5	9	7			42
FELONS					5	9	5	7	3	1			30
PAROLEES					2	2	2	2	2	1			11
PROBATIONERS					2	1	0	1	1	0			5



# RAVEN PAROLEE DASHBOARD FOR NOVEMBER ROCKSTAT

PAROLEE CALL IN DATES	TOTAL
March 27, 2013	9
April 24, 2013	9
May 29, 2013	15
June 26, 2013	13
July 24, 2013	14
August 28, 2013	31
September 25, 2013	20
October 23, 2013	20
<b>Total</b>	<b>129</b>

COMMITTING COUNTY	TOTAL
WINNEBAGO	105
COOK	7
LAKE	2
BOONE	1
DEKALB	1
KANE	1
MCHENRY	1
OGLE	1
STEPHENSON	1
UNKNOWN	8
<b>TOTAL</b>	<b>129</b>

POST NETRMS ACTIVITY	TOTAL
ARRESTED	17
SUSPECT	29
VICTIM	16
OTHER	53

ARREST OFFENSE CATEGORIES	TOTAL
AGG DOMESTIC BATTERY	1
AGG FLEEING TO ELUDE	1
AGG ROBBERY	1
BATTERY	1
BURGLARY	1
CRIMINAL TRSP TO REAL PROP	1
CRIMINAL TRSP TO STATE SUP PROP	1
DOMESTIC BATTERY	2
LOITERING	1
NO INSURANCE	2
OBSTRUCTING A POLICE OFFICER	2
POSS OF CANNABIS	1
POSS OF CANNABIS W/INTENT TO DEL	2
POSSESSION OF DRUG EQUIPMENT	1
PUBLIC URINATION	1
SPEEDING	1
STOP SIGN VIOLATION	1
SUSPENDED DRIVER	1
VCCA	1
VCCA W/INTENT TO DELIVER	2

DISTRICT 1	TOTAL
PATROL AREA 01	13
PATROL AREA 02	11
PATROL AREA 03	12
PATROL AREA 04	34
<b>TOTAL</b>	<b>70</b>

PROBATION OFFENSE CATEGORY	TOTAL
AGG BATTERY	10
ARMED HABITUAL CRIMINAL	1
ARMED VIOLENCE	1
BURGLARY	5
DOMESTIC OFFENSES	2
DRUG OFFENSES	10
FEL POSS / ALL UUW	12
HOME INVASION	4
KIDNAPPING / UNLAWFUL RESTRAINT	2
MURDER/ MANSLAUGHTER	2
ROBBERY	15
SEX OFFENSES	1
STOLEN VEHICLE OFFENSES	2
THEFT	1
VEH HIJACKING	2

DISTRICT 2	TOTAL
PATROL AREA 05	8
PATROL AREA 06	18
PATROL AREA 07	4
<b>TOTAL</b>	<b>30</b>

PROBATION OFFENSE CATEGORY	TOTAL
AGG BATTERY	6
AGG DISCHARGE	2
ARSON	1
BURGLARY	2
DOMESTIC OFFENSES	2
DRUG OFFENSES	2
FEL POSS / ALL UUW	6
HOME INVASION	2
MURDER/ MANSLAUGHTER	1
ROBBERY	6

DISTRICT 3	TOTAL
PATROL AREA 08	1
PATROL AREA 09	8
PATROL AREA 10	0
<b>TOTAL</b>	<b>9</b>

PROBATION OFFENSE CATEGORY	TOTAL
AGG BATTERY	1
AGG DISCHARGE	0
DRUG OFFENSES	2
FEL POSS / ALL UUW	1
VEH HIJACKING	1
VEHICULAR INVASION	1
ROBBERY	3
<b>TOTAL</b>	<b>9</b>

DISTRICT 2	TOTAL
PATROL AREA 05	8
PATROL AREA 06	18
PATROL AREA 07	4
<b>TOTAL</b>	<b>30</b>

PROBATION OFFENSE CATEGORY	TOTAL
AGG BATTERY	6
AGG DISCHARGE	2
ARSON	1
BURGLARY	2
DOMESTIC OFFENSES	2
DRUG OFFENSES	2
FEL POSS / ALL UUW	6
HOME INVASION	2
MURDER/ MANSLAUGHTER	1
ROBBERY	6

DISTRICT 3	TOTAL
PATROL AREA 08	1
PATROL AREA 09	8
PATROL AREA 10	0
<b>TOTAL</b>	<b>9</b>

PAROLEE CHECKS THIS MONTH	TOTAL
COMPLIANT	0
NON-COMPLIANT	0
<b>TOTAL</b>	<b>0</b>

AGE RANGE	TOTAL
<20	4
20 - 29	88
30 - 39	30
40 - 49	18
50 - 59	6
60 - 69	3
70 +	1
<b>TOTAL</b>	<b>129</b>

RACE	TOTAL
BLACK	87
WHITE	30
HISPANIC	5
ASIAN	0
INDIAN	0
<b>TOTAL</b>	<b>122</b>

PAROLEE CHECKS THIS MONTH	TOTAL
COMPLIANT	0
NON-COMPLIANT	0
<b>TOTAL</b>	<b>0</b>

AGE RANGE	TOTAL
<20	4
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INDIAN	0
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PAROLEE CHECKS THIS MONTH	TOTAL
COMPLIANT	0
NON-COMPLIANT	0
<b>TOTAL</b>	<b>0</b>

# Graffiti

1-1-2012 thru 10-30-2012 776 total incidents

1-1-2013 thru 10-31-2013 550 total incidents

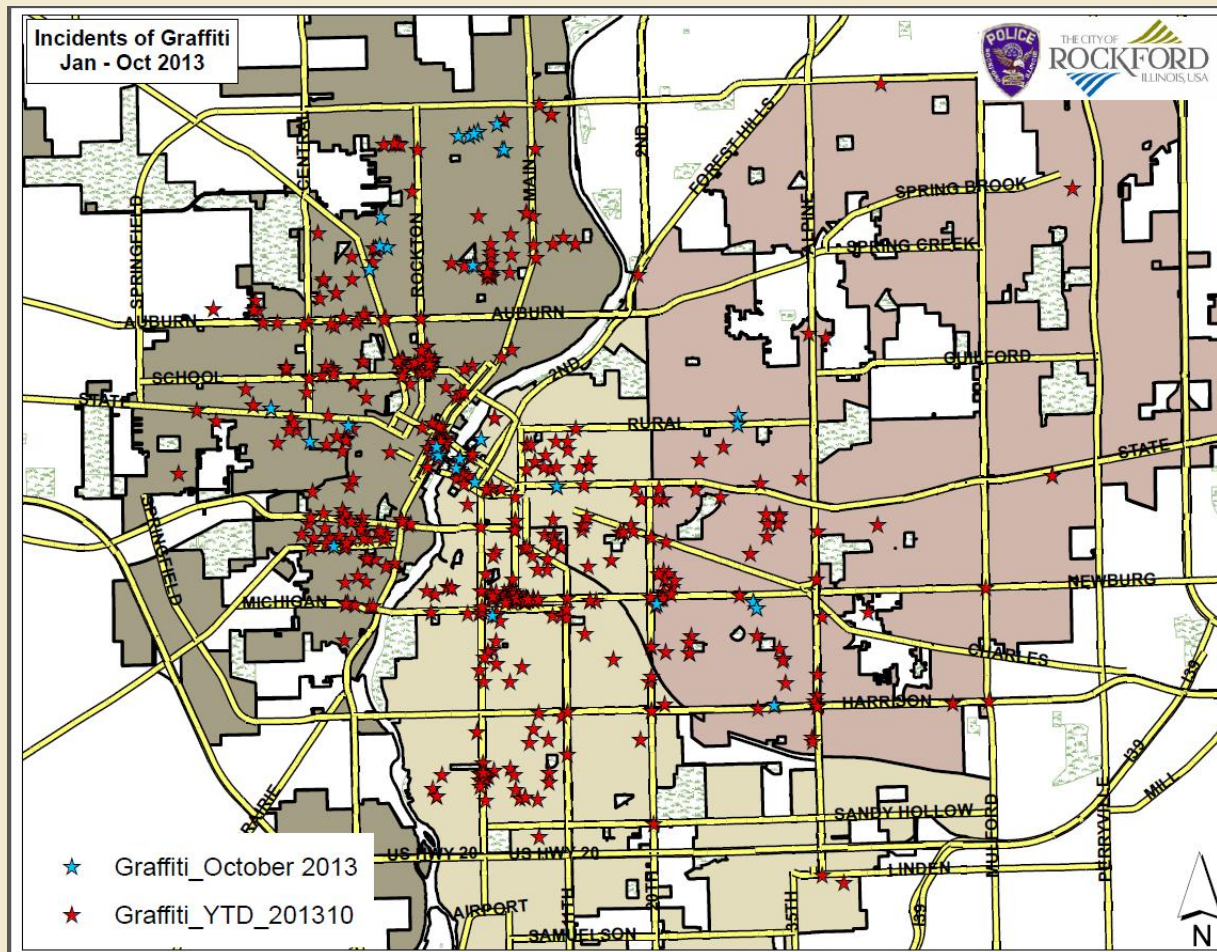


1-1-2012 thru 10-31-2013 16 arrests

1-1-2013 thru 10-31-2013 **\$8,115.36 restitution**



# Graffiti



# *Rockford Police Department*

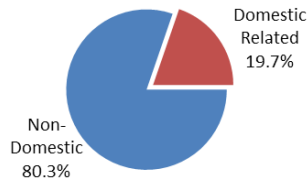
## **Domestic Related Incidents**

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
DOMESTIC RELATED INCIDENTS	308	296	332	320	306	343	331	338	321	328			3223
DOMESTIC RELATED OFFENDERS ARRESTED ON SCENE	71	65	78	67	61	72	84	74	61	65			698
DOMESTIC RELATED FOLLOWUPS ASSIGNED	39	51	41	36	32	34	36	32	20	29			350
WARRANTS FOR DOMESTIC RELATED SUSPECTS (FOLLOW UP)	35	35	40	21	18	30	46	26	18	19			288
DOMESTIC RELATED REPEAT VICTIMS	9	9	15	15	12	15	9	13	8	8			113
DOMESTIC RELATED REPEAT SUSPECTS	7	10	9	14	11	10	8	8	7	6			90
DOMESTIC RELATED REPEAT ARRESTEES	3	1	4	1	1	0	4	0	0	3			17

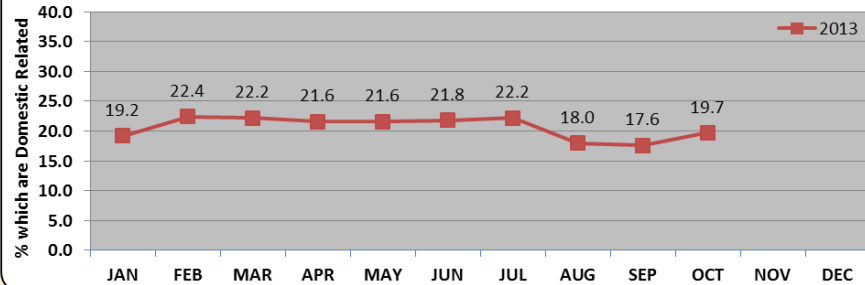
# Rockford Police Department

## Domestic Related Incidents

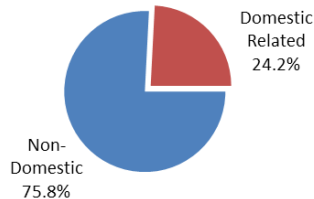
**Group A Crime Incidents  
October 2013**



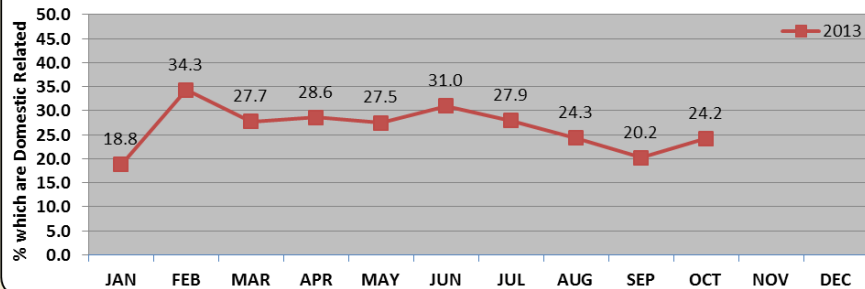
**% of Group A Crime Incidents which are Domestic Related**



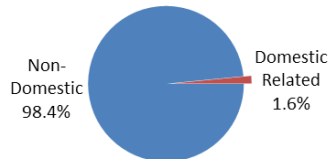
**Violent Crime Incidents  
October 2013**



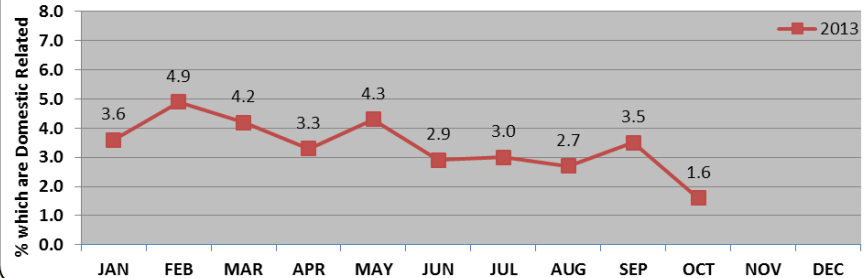
**% of Violent Crime Incidents which are Domestic Related**



**Property Crime Incidents  
October 2013**



**% of Property Crime Incidents which are Domestic Related**





# DEA Co-Location Update

Working on IT issues

Projected move-in date 11-18-2013

# *Rockford Police Department*

## Achievements

- October Parolee Call-In
  - 24 parolees called in / 17 attended
- Established Mission Statement for Raven – working on goals and objectives
- Restoration Justice
- New Force Policies Rolled Out
  - Redefined force policies
  - Adhere to generally acceptable police practices
  - More accurate reporting
  - More complete force analysis
- 11 recruits left for the academy on 10/7
- Community survey commenced
  - 380-425 survey invitations each week
- Successful Halloween Night Activities



# *Rockford Police Department*

## Improvements

5% Reduction in Crime

Raven – To Become Self Sustaining

Continued Work on Scanning and Legacy Data Systems

PPD Offices at PSB in Development

Enhance Chaplain's Division

- Develop Strategic Plan

VCTF – Signed MOU

# Community and Economic Development Dept.

PRESENTED BY:

Seth Sommer, Building Code Official

Charlie Schaefer, Property Improvement Program Manager

# Construction and Development Services Building - Planning

PRESENTED BY:  
Seth Sommer, Building Code Official

# CED-Construction & Development

## Planning Scorecard

Monthly Performance		2012 Monthl y Averag e	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct
Planning Section	# of Sign Permits Reviewed	45	39	34	34	24	51	27	26	38	82	36
	% of Sign Permits Reviewed in 7 days	95%	100%	97%	97%	100%	94%	100%	100%	100%	100%	94%
	# of Temporary Sign Permits Reviewed	6	3	3	3	3	0	9	4	5	8	14
	% of Temporary Sign Permits Rev'd in 2 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Fence Permits Reviewed	26	1	3	3	36	66	45	33	35	23	28
	% of Fence Permits Reviewed in 3 Days	95%	100%	100%	100%	97%	100%	100%	100%	100%	100%	100%
	# of Driveway Permits Reviewed	19	2	1	1	15	47	31	41	46	30	23
	% of Driveway Permits Reviewed in 1 day	95%	100%	100%	100%	100%	98%	100%	95%	98%	100%	91%
	# of Dumpster Enclosures Reviewed	1	0	0	0	2	0	1	1	3	2	0
	% of Dump. Enclosures Rev'd in 3 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Parking Lot Permits Reviewed	3	0	0	0	2	7	1	5	7	8	21
	% of Parking Lot Permits Rev'd in 5 Days	95%	100%	100%	100%	50%	71%	100%	80%	86%	88%	100%
	# of Zoning Confirmation Letters Completed	16	11	17	17	17	31	17	8	4	28	27
	% of Zoning Conf. Letters Comp. in 5 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Comm/MF Plans Reviewed	16	10	12	12	17	20	13	18	21	8	16
	% of Comm/MF Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Home Occupation Permits Reviewed	0.5	0	0	0	11	0	1	0	0	0	0
	% of Home Occ Permits Rev'd in 5 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Tentative Plats	0.08	0	0	0	0	0	0	0	0	0	0
	# of Final Plats	1	1	2	0	0	0	0	0	0	0	0
	# of ZBA Items	5	5	3	6	3	1	8	5	6	4	1
	# of LAB Items	3	5	2	4	14	9	3	2	2	2	1
	# of Annexations	0.6	1	0	0	0	0	0	0	0	0	0

# *CED-Construction & Development*

## Building Scorecard

Monthly Performance		2012 Monthl y Averag e	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct
Building Section	# of 1/2 Family New Reviewed	1.5	0	0	3	2	2	0	1	0	0	1
	% of 1/2 Family New Reviewed in 3 Days	95%	100%	100%	67%	100%	100%	100%	100%	100%	100%	100%
	# of 1/2 Acc Detach Reviewed	4	2	0	1	0	5	4	7	4	4	3
	% of 1/2 Acc Detach in 2 Day Reviewed	95%	100%	100%	100%	100%	100%	100%	86%	100%	100%	100%
	# of 1/2 Family Add/Alt Reviewed	36	27	17	27	45	49	34	53	46	45	39
	% of 1/2 Family Add/Alt Reviewed in 2 Days	95%	88%	100%	93%	96%	98%	97%	96%	89%	100%	82%
	# of Comm/MF Plans Reviewed	19	7	7	12	15	21	11	15	13	13	10
	% of Comm/MF Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# Plumbing/Mechanical Plans Reviewed	9	6	4	9	10	9	7	4	10	8	8
	% of Plum/Mech. Plans Rev'd in 14 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Electrical Plans Reviewed	14	5	11	6	15	11	6	15	17	10	18
	% of Electrical Plans Reviewed in 14 Days	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Counter Permits Comm/MF Issued	6	4	4	3	1	3	3	6	7	5	5
	% of Counter Permits Comm/MF Iss. 2 Days	95%	100%	75%	100%	100%	100%	100%	83%	86%	100%	100%
	# of Demolition Permits	11	9	2	26	5	6	10	28	11	9	9
	% of Demolition Permits in 2 Day	95%	100%	100%	100%	100%	100%	100%	93%	100%	100%	78%
	Total # of Plumbing Permits	104	99	69	67	124	99	95	103	106	89	99
	# of Plumbing Permits w/o Child	77	73	55	51	90	70	75	80	78	53	77
	% of Plumbing Permits in 1 Day	95%	98%	100%	100%	97%	99%	100%	100%	100%	100%	100%
	Total # of Mechanical Permits	140	122	88	91	109	141	120	144	119	87	130
	# of Mechanical Permits w/o Child	107	95	74	75	91	113	104	125	96	58	109
	% of Mechanical Permits in 1 Day	95%	100%	100%	100%	100%	97%	99%	98%	98%	98%	98%

# *CED-Construction & Development*

## Building Scorecard

	Monthly Performance	2012 Monthly Average	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct
Building Section	Total # of Electrical Permits	77	54	51	55	68	74	56	75	71	78	57
	# of Electrical Permits w/o Child	40	19	25	30	34	40	36	42	28	36	30
	% of Electrical Permits in 1 Day	95%	100%	96%	100%	100%	98%	97%	95%	96%	97%	100%
	# of Roofing Permits	164	9	10	28	106	135	160	153	198	149	147
	% of Roofing Permits in 1 Day	95%	100%	100%	100%	96%	99%	99%	99%	99%	99%	100%
	# of Siding Permits	42	4	9	7	19	17	32	24	26	35	12
	% of Siding Permits in 1 Day	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Structural Inspections Reported	347	398	340	372	430	372	293	352	344	371	357
	# of Structural Inspections	243	115	91	155	191	132	108	127	128	128	225
	% of Structural Inspections in 1 Day	95%	98%	98%	99%	99%	100%	100%	99%	98%	100%	99%
	# of Plumbing Inspection Reported	263	259	210	310	351	294	247	194	180	152	147
	# of Plumbing Inspections	179	172	137	246	213	210	176	157	133	140	136
	% of Plumbing Inspections in 1 Day	95%	99%	99%	100%	98%	99%	100%	100%	100%	99%	100%
	# of Mechanical Inspections Reported	205	267	238	168	175	193	166	193	173	150	190
	# of Mechanical Inspections in 1 Day	195	205	198	123	121	140	139	159	132	104	131
	% of Mechanical Inspections in 1 Day	95%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	# of Electrical Inspections Reported	168	166	159	151	160	179	160	158	133	175	172
	# of Electrical Inspections	136	143	144	128	105	120	105	120	107	131	132
	% of Electrical Inspections in 1 Day	95%	96%	99%	100%	100%	99%	100%	100%	100%	99%	100%
	# of FOIA Requests	19	34	35	41	38	42	32	66	49	55	57
	% of FOIA Requests on time	95%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%
	# of Online Permits (Of Total Permits)	3%	3%	4%	3%	5%	3%	10%	7%	5%	7%	4%



# *CED-Construction & Development*

## Property Standards Scorecard

	Monthly Performance	2012 Monthly Average/ Benchma rk	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct
Property Standards Section	# of Property Standards Inspections	210	214	180	186	271	260	239	191	218	231	310
	# of Property Standards Complaints	62	70	44	51	81	92	99	82	92	99	75
	% of Property Standards Complaints Inspected 1 Day	95%	70%	75%	80%	67%	65%	80%	63%	54%	67%	64%
	Avg # Days to First Inspection	10.74	2.1	1.38	.78	1.46	1.62	1.04	1.77	1.38	1.875	2.34
	# of Order to Repairs / Violation Letters	38	43	27	38	51	58	57	36	44	56	45
	% of Order to Repairs / Violation Letters in 3 Days	95%	79%	74%	89%	67%	66%	65%	81%	66%	46%	62%
	Avg # Days from Inspection to OTR	6.48	2.2	2.74	1.95	3.03	3.15	3.05	3.45	3.04	6.8	3.44
	# of Condemnations	19.5	33	21	22	21	27	28	25	29	42	28
	% of Condemnation Letters in 1 Day	95%	45%	50%	41%	62%	30%	14%	20%	41%	26%	4%
	# of Condemnations Lifted	14	20	12	8	14	15	8	11	11	24	23
	# of Emergency Inspections		X	X	14	8	10	-	-	-	-	15
	# of Emergency Demos	1	1	0	0	1*	1	0	0	1	1	1
	# of Fast Track Demos	1.75	0	0	0	0	2	4	2	2	0	4
	# of Emergency Orders											

# *CED-Construction & Development*

**Permit Fees and Construction Value  
2013 versus 2012 through September**

TOTAL PERMIT FEES (Revenue)			
	2013	2012	% CHANGE
Building	\$742,817.60	\$1,394,950.35	46.75%
Planning	\$110,066.40	\$101,420.90	8.52%
<b>Total</b>	<b>\$852,884.00</b>	<b>\$ 1,496,371.25</b>	<b>43.00%</b>



TOTAL CONSTRUCTION VALUATION			
	2013	2012	% CHANGE
Res	\$12,498,613	\$23,892,672	47.69%
Com	\$31,840,042	\$82,574,498	61.44%
<b>Total</b>	<b>\$44,338,655</b>	<b>\$106,467,170</b>	<b>58.35%</b>

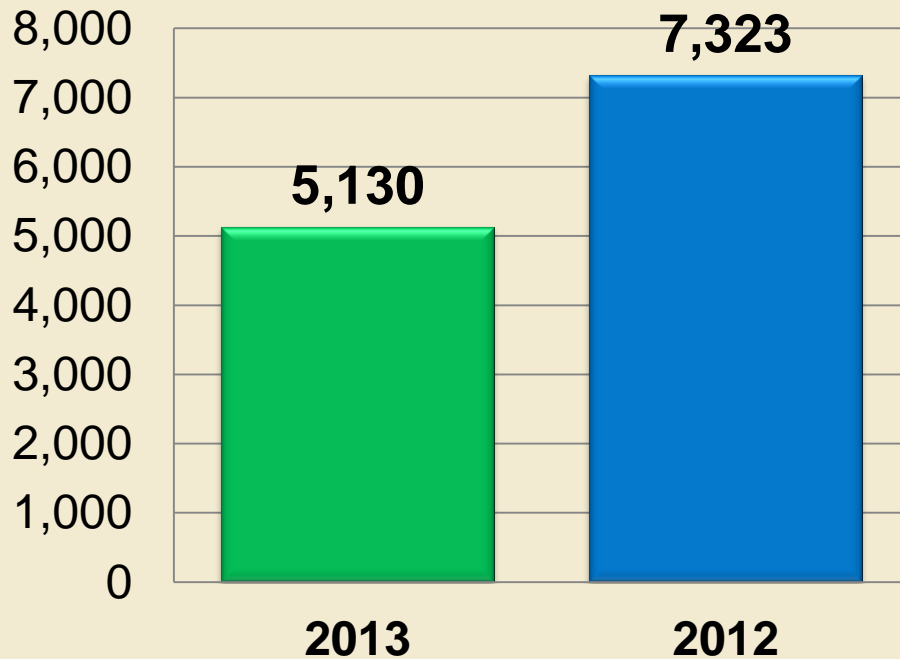


# *CED-Construction & Development*

## **Permits & Inspections**

### **2013 vs. 2012 Through October**

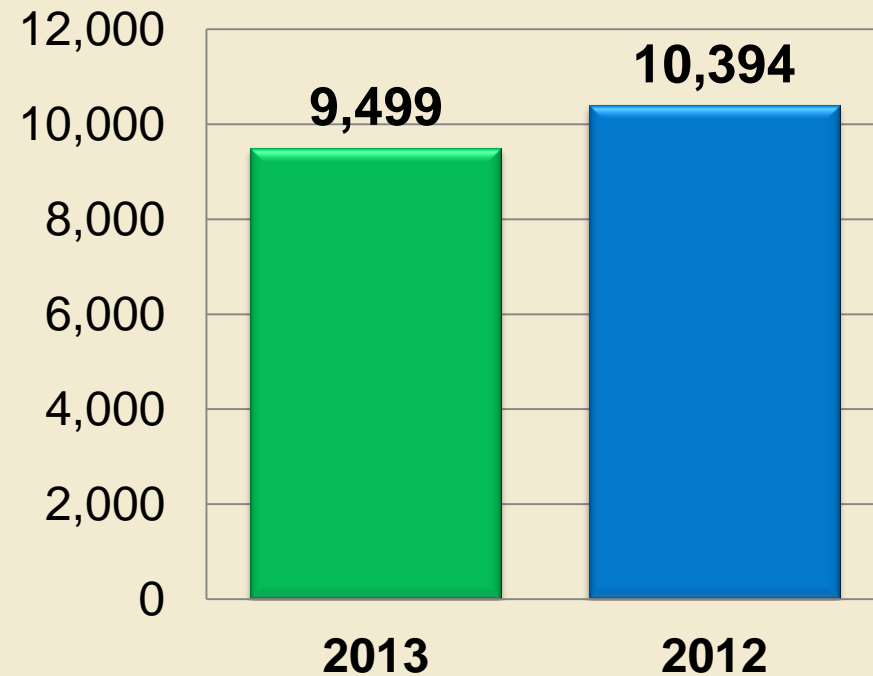
**Total # Permits**



**Total # of Permits  
Decreased 29.95%**



**Total Inspections**



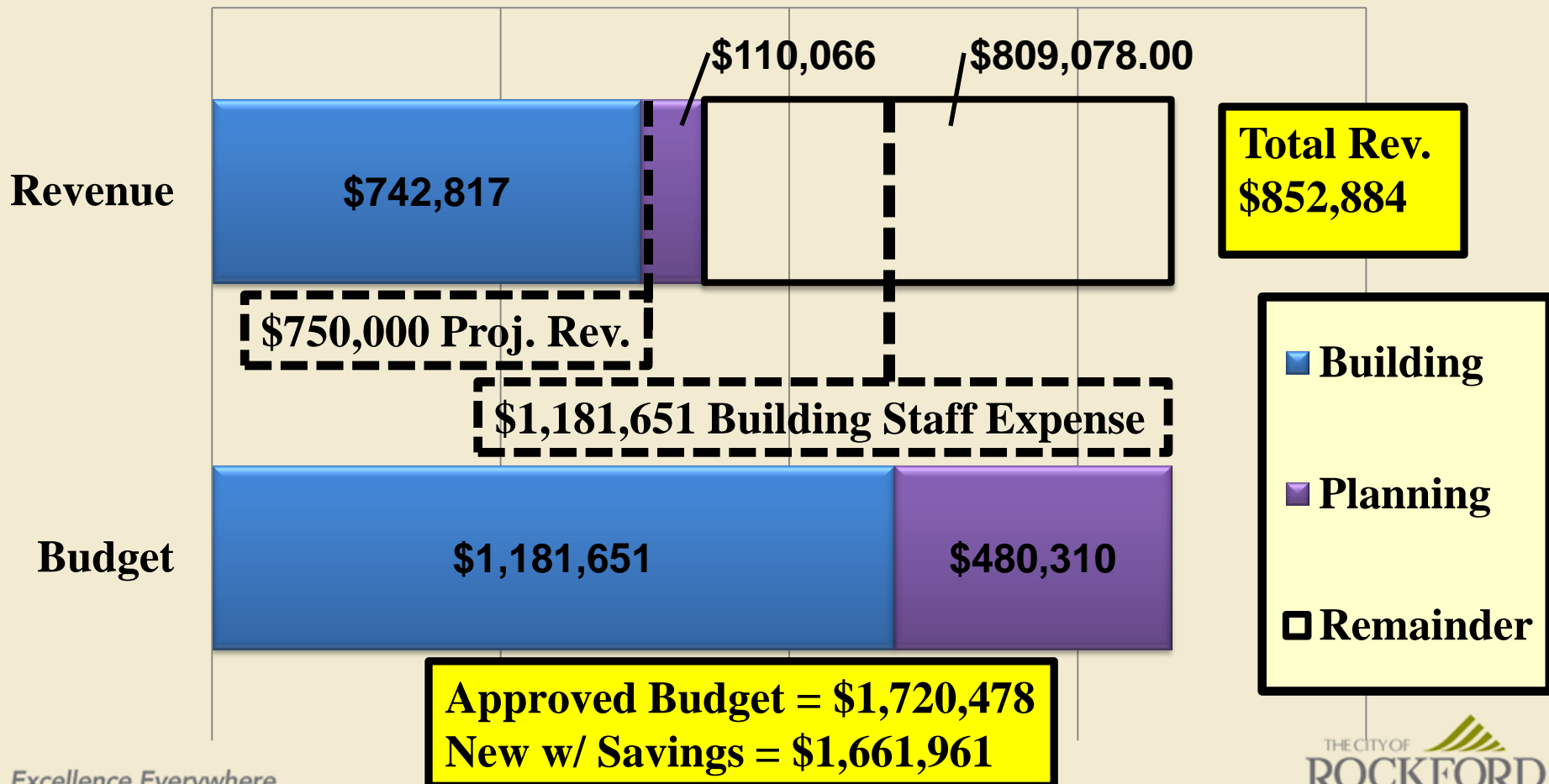
**Total # of Inspections  
Decreased 8.61%**



# *CED-Construction & Development*

## 2013 Revenue vs. 2013 Budget – Planning and Building Through September

\$0                      \$500,000                      \$1,000,000                      \$1,500,000                      \$2,000,000



# *Construction & Development Services*

## **Response to September RockStat Questions**

- Q: What types of online permits are being improved?  
A: Roofing, Siding, Electrical, Fence, Demolition, Deck
- Q: Tracking Condemnations – How many outstanding and resolved?

A: **1,160** lifted or demolished, **771** Still showing as **condemned** **295** days average length of condemnation  
**181** < 30 days **218** >30d<60d **88** >60d<90d **673** >90d

- Q: Can property standards fines be added to water bills  
A: No, only mowing and
- Q: What is our ability to collect on fines via tax returns  
A: We can but would need to reduce
- Q: What is the status of the landlord registry  
A: Live and must register by 1/1/2014

# *Construction & Development Services*

## **Problem Properties Team – Status Update**

- Team has met 6 times since September RockStat
- Preparing recommendations for Legislative Lobbying Committee
- Working closely with Legal Department to see if and how we can move forward with strategies and ideas
- Performing inspections for outstanding fine cases to check compliance as part of a larger review of all 400 outstanding fine cases. Will be making recommendations on how to move each case forward.
- Evaluating Fast Track Demo process – course of action pending garbage contract
- IHDA Grant – Abandoned Residential Property Municipality Relief Program. \$75K cap but waiver for up to \$250K

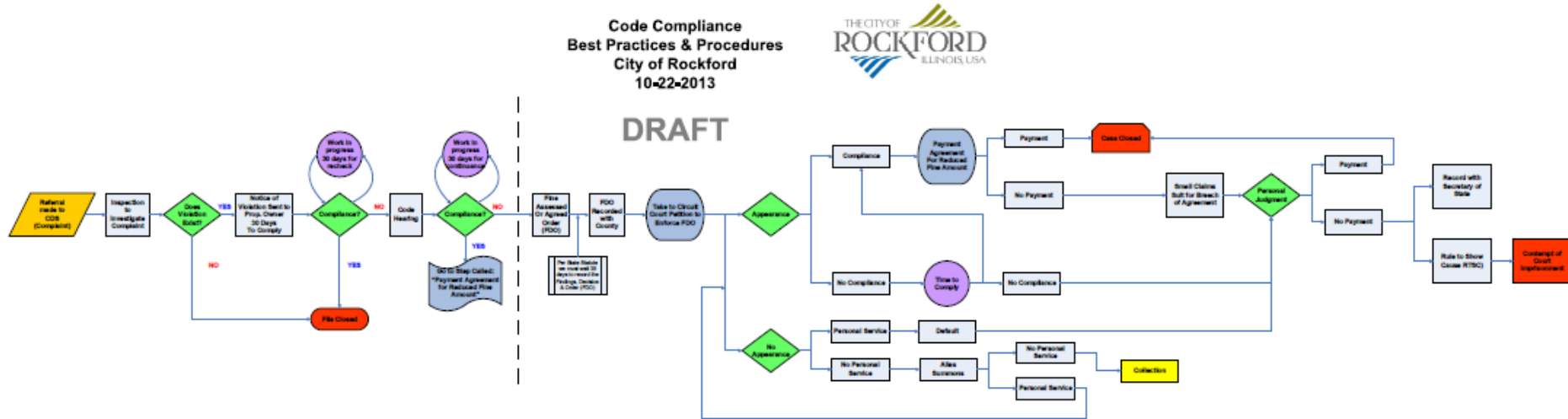
# *Construction & Development Services*

## **Problem Properties Team – Status Update Cont.**

- Customer Service/Water Billing will start noting property condemnations in system so we can keep them from being occupied illegally
- Working with IT to set up SharePoint site for PPT to access information and articles. Also providing access to RFD for condemned properties
- Public Works performing demolitions are cost and time prohibitive at this point – City Springfield reported the costs are the same for them.
- Determining criteria to link with AIMS system such as vacancy, condemnation, foreclosures, etc.
- Finalizing documents to record with FDOs

# Construction & Development Services

## Problem Properties – Cont.



- Code Compliance Best Practices & Procedures
  - Decision making process
  - Developing written policies and procedures

# #1 GOAL = CODE COMPLIANCE



# *CED- Construction and Development*

## **Achievements**

- Completed audit of new residential construction with a consultant of Illinois Department of Commerce and Economic Opportunity to evaluate City of Rockford facilitation of State Energy Code – We are the most advanced
- Building Code Official was Guest Speaker at HBA General Membership Meeting – State Energy Code
- IT – Our partner upgraded our current permitting system which is helping us now and in the future. Thank You!!

## **Areas of Improvement**

- Problem Properties Team- Ongoing
  - Fine Reduction Policy
- Developing policies and procedures to provide for greater accountability while increasing consistency & improving customer service - Ongoing

# Code Enforcement

PRESENTED BY:  
Charlie Schaefer –  
Property Improvement Programs Manager

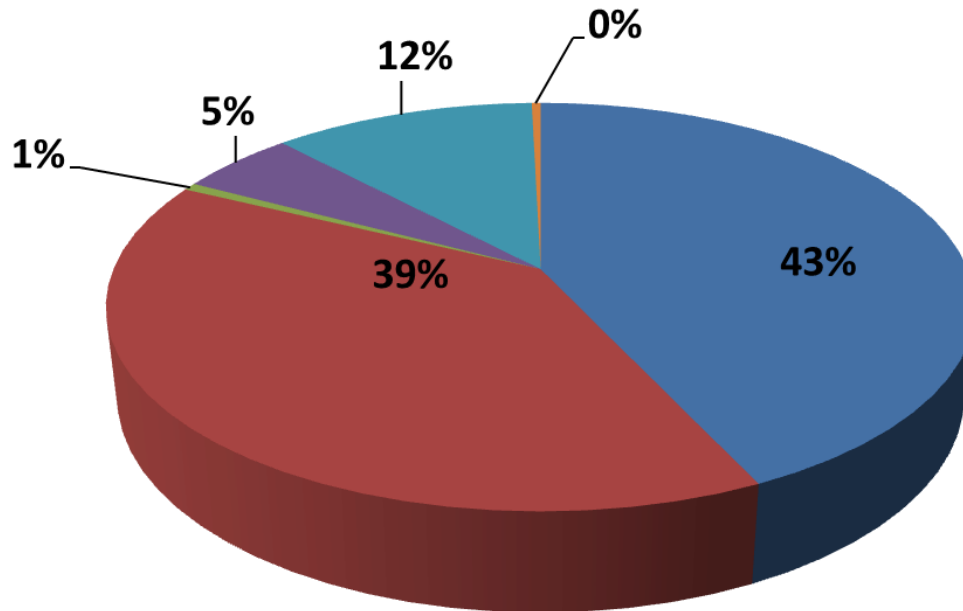
# Code Enforcement

## Scorecard

Code Enforcement		Monthly Performance	Sep-13	Oct-13	YTD Totals	YTD Average	2011-12 YTD AVG
Monitor Requests for Service	Total # of Complaints		540	337	5147	515	462.5
	Total # of Unfounded Complaints		207	101	1535	154	138.2
	# of Nuisance/Zoning Complaints		439	255	4285	429	391.5
Case Compliance Rate	% rate of Voluntary Compliance		53.9%	45.6%		49.6%	65.4%
	Avg. # of Days to Voluntary Compliance		18.2	15.09		20	28.0
	% rate of Induced Compliance		3.6%	10.0%		6.5%	4.8%
	Avg. # of Days to Induced Compliance		39.13	52.1		54	49.3
	% rate of Forced Compliance		42.4%	44.5%		43.9%	29.8%
	Avg. # of Days to Forced Compliance		30.63	39.42		26	28.8
Case Type Trending	# of Nuisance Cases		263	200	4599	460	403.4
	# of Zoning Cases		57	62	676	68	100.3
	Total # of Nuisance/Zoning Cases		320	262	5275	528	503.7
	# of Proactive Nuisance/Zoning Cases		54	119	2262	226	241.9
City Efficiency	Avg. # of Nuisance/Zoning Cases Per Inspector		106.7	87.3		111.64	98.3
	Avg. # of Days from Complaint to First Inspection (Nuisance/Zoning)		3.02	2.39		2.8	3.6
	Open Service Requests at end of Month (Nuisance/Zoning)		5	16		32.1	16.0

# Code Enforcement

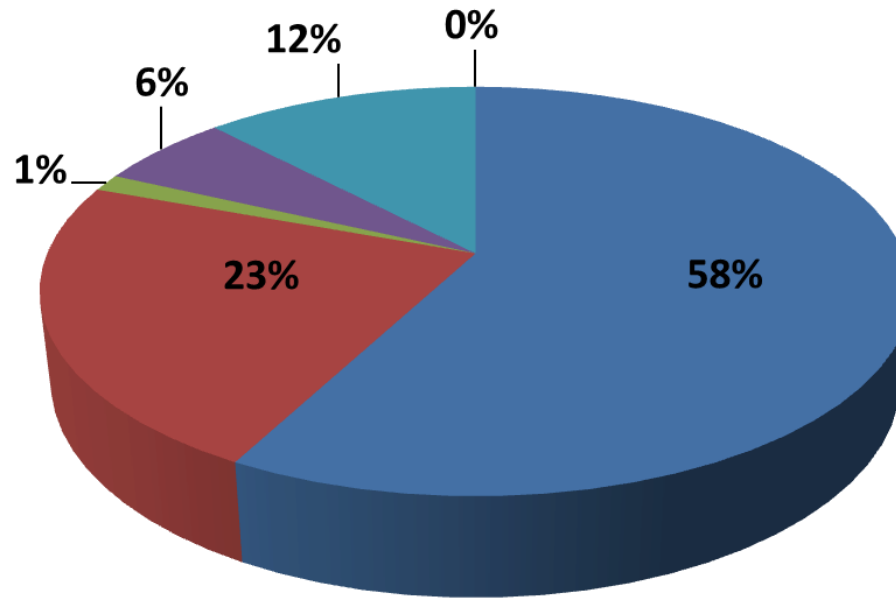
2012 ZONING TICKETS BY VIOLATION TYPE: JAN - OCT



- MORE THAN 4, INOP
- UNPAVED
- RV'S
- SPECIALTY TRAILERS
- UTILITY TRAILERS
- MORE THAN 1 RV/SPECIALTY TRAILER

# Code Enforcement

2013 ZONING TICKETS BY VIOLATION TYPE : JAN - OCT



- MORE THAN 4, INOP
- UNPAVED
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# *Code Enforcement*





# *Code Enforcement*





# *Code Enforcement*



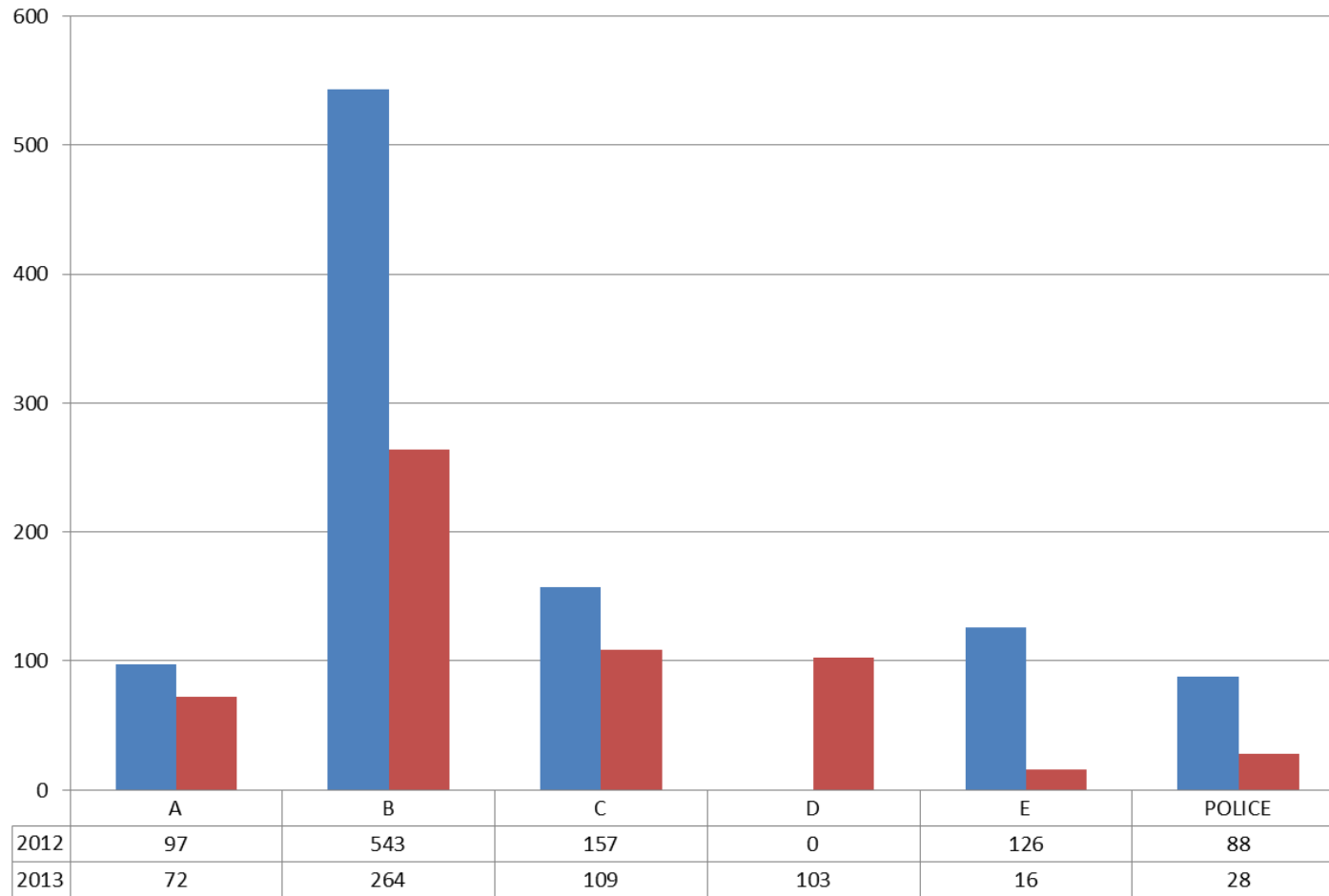


# *Code Enforcement*



# Code Enforcement

**ZONING TICKETS ISSUED PER INSPECTOR  
JAN - OCT, 2012 & 2013**



■ 2012 ■ 2013

# *Code Enforcement*

## Achievements:

- Updated process to respond to forcible evictions has reduced costs to the City and improved communication with Winnebago County Sheriff and property owners.
- Ability to maintain a high level of service despite staffing challenges.
- Coordinated with Finance and I/T Departments to advance the Weeds Abatement cost recovery forward to water billing.

## Areas of Improvement:

- Continue to work with Finance and I/T to accomplish permanent fix for attaching mowing costs onto water billing.
- Pursue hiring a temporary position to finalize clerical portion of Weeds Enforcement to expedite billing.
- Implement use of Inspector Activity Logs to track production and effectiveness of enforcement methods.
- Work with Purchasing to send out new bids for both Weeds Abatement Contractors and Property Clean-up Contractors.

# Thank You

## Questions?